



ANNUAL REPORT

T W O T H O U S A N D S E V E N T E E N

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A LETTER FROM THE CHIEF

Thank you for your interest in the Washington State Patrol (WSP). We are an organization of about 2,200 employees split evenly between commissioned staff and civilian employees. The WSP is the largest public safety, law enforcement agency in the state, with a biennial budget of \$696 million. Every single day, the women and men of this agency work tirelessly to serve the communities of Washington State.

It has been my privilege to work for the WSP for 39 years serving as Chief for 13 years. What you will learn through the pages of the 2017 Annual Report, is the passion WSP employees have for their jobs and their commitment to excellence.

The Field Operations Bureau troopers who patrol the more than 18,000 lane miles of state roadways were busy in 2017.

Last year, troopers made 1,003,827 contacts with drivers, answered 208,629 calls for service, investigated 50,614 collisions, and took 14,386 impaired drivers off the road.

Please take a moment to read about the successes of all six of our agency bureaus and the great work being accomplished daily by the WSP employees. I am honored to serve as their Chief and to be part of one of the best law enforcement agencies in the nation.

Sincerely,

Chief John R. Batiste

SERVICE WITH HUMILITY

MISSION

The Washington State Patrol makes a difference every day, enhancing the safety and security of our state by providing the best in public safety services.

VISION

To be the best public safety agency in the United States.

VALUES

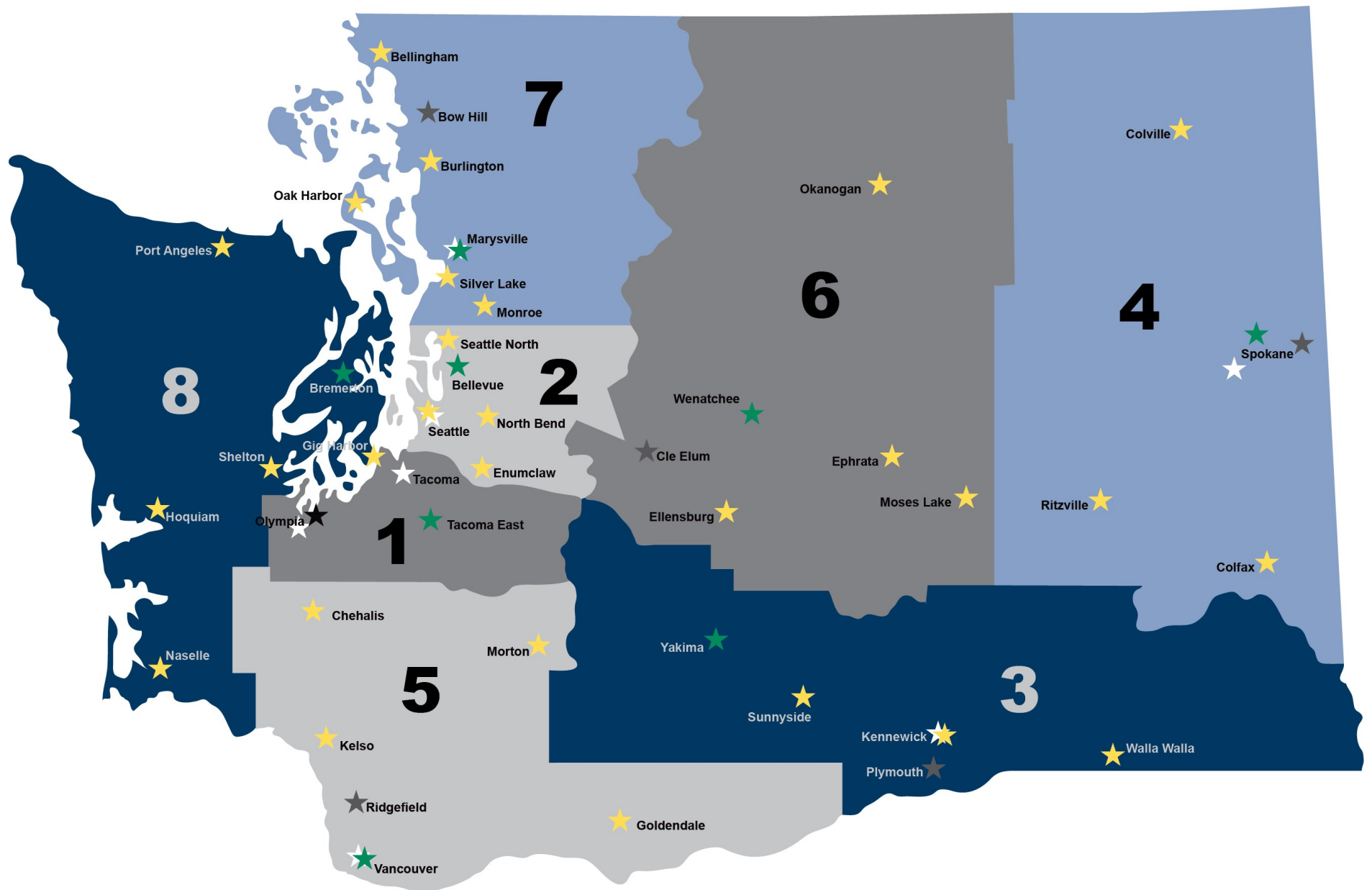
Every employee is a critical member of a team committed to earning the trust and confidence of the public through:

- Strong leadership
- Effective partnerships
- Professional excellence
- Acting with integrity and accountability
- Respecting and protecting individual rights
- A culture of continuous improvement

GOALS

1. Build a culture of trust, collaboration, and continuous performance improvement.
2. Make people safe on Washington roadways.
3. Make people secure by reducing the risk of crime, terrorism, fire, and other natural disasters.
4. Deliver results-oriented, statewide public safety services.
5. Improve and sustain agency infrastructure and business processes.

WSP DISTRICT MAP



★ Headquarters
★ District Headquarters
★ Detachment Offices
☆ Forensic and Crime Labs
★ Port of Entry

EXECUTIVE STAFF



CHIEF OF THE WSP

**Chief
John R. Batiste**

Chief John R. Batiste is the 21st Chief of the Washington State Patrol. Governor Christine Gregoire originally appointed Chief Batiste on February 14, 2005.

On January 16, 2017, Governor Jay Inslee reappointed Chief Batiste to continue to lead the Washington State Patrol.

He oversees the day-to-day operations and manages the agency's six bureaus.



FOB CHIEF

**Assistant Chief
Jeffrey R. Sass**

As a 25-year veteran, Assistant Chief Sass is in charge of the Field Operations Bureau, which is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on more than 18,000 lane miles of state and interstate highways. He also oversees the WSP's Honor Guard, Incident Management Team, Rapid Deployment Force, Aggressive Driving Apprehension Team, Target Zero Task Force teams, and Serious Highway Crime Apprehension Team.



CVEB CHIEF

**Assistant Chief
Jason G. Berry**

Jason Berry is the Assistant Chief for the Commercial Vehicle Enforcement Bureau.

Assistant Chief Berry was hired in August 1993, as a Commercial Vehicle Enforcement Officer 1 (CVEO) and commissioned in July 1996.

He has served 24 years with the Washington State Patrol after completing his Bachelor of Science Degree in Criminal Justice from College of the Ozarks.



FPB DIRECTOR

**State Fire Marshal
Charles P. LeBlanc**

As a 27-year veteran of the agency, Charles LeBlanc is currently the commander of the Fire Protection Bureau.

Fire Marshal LeBlanc oversees the WSP's Fire Training Academy in North Bend, as well as the Prevention Division in Olympia.



FLSB DIRECTOR

**Director
Larry D. Hebert**

Director Larry Hebert joined the Washington State Patrol in 1973, and was assigned to the Drug Control Assistance Unit Laboratory in Seattle. This lab formed the foundation for what is known today as the WSP Crime Laboratory Division.

Larry was appointed in 2008 by Chief Batiste as the Acting Director of the FLSB. Larry's appointment was made permanent in 2011.



ISB CHIEF

**Assistant Chief
Randy F. Drake**

A 25-year veteran of the Washington State Patrol, Assistant Chief Randy Drake heads the Investigative Services Bureau, overseeing more than 380 employees.

The Investigative Services Bureau is made up of six divisions: Homeland Security, Investigative Assistance, Criminal Investigation, Special Operations, Criminal Records, and the Office of Professional Standards.



TSB CHIEF

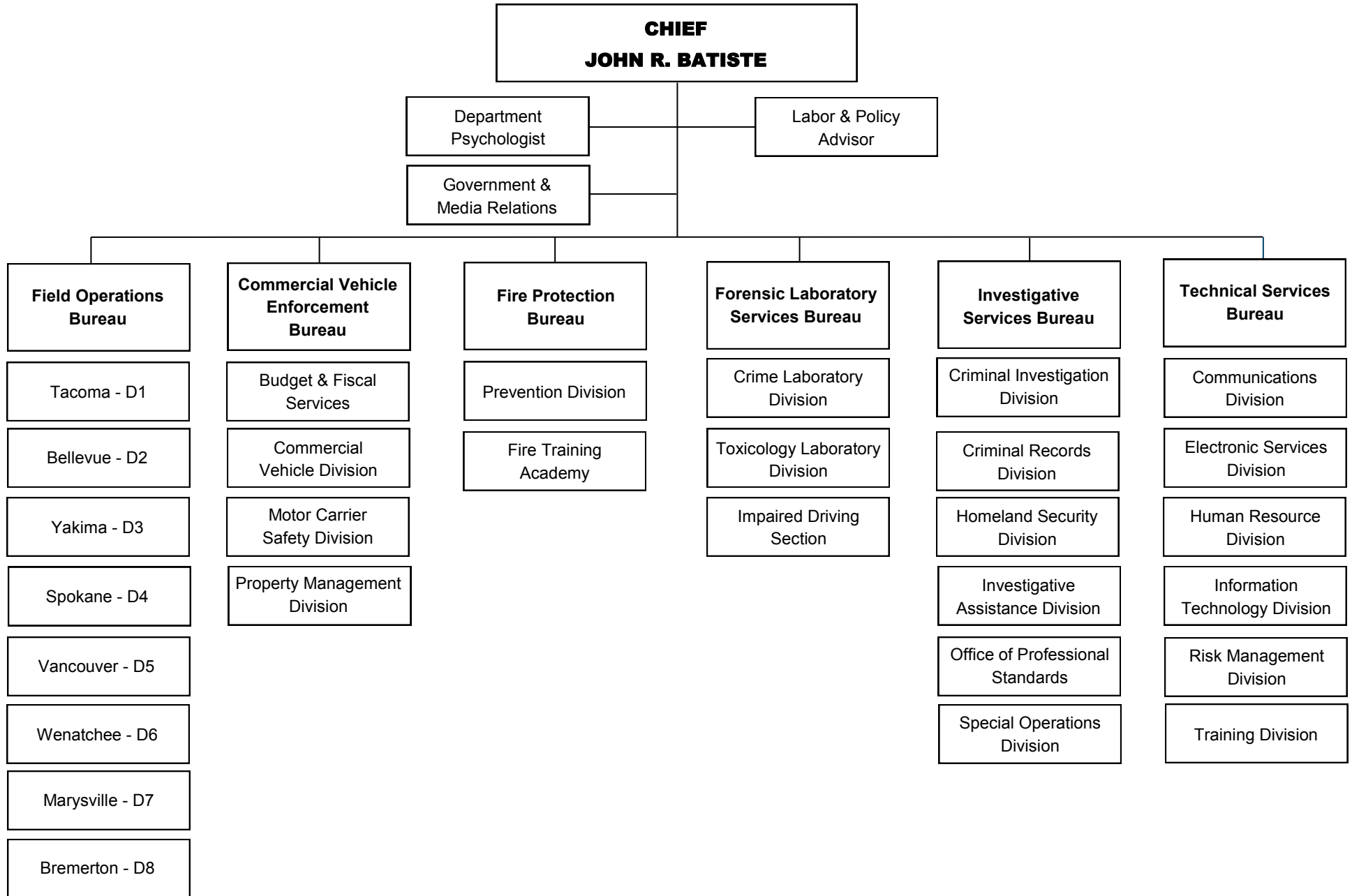
**Assistant Chief
Marc W. Lamoreaux**

Marc Lamoreaux is the Assistant Chief of the Washington State Patrol's Technical Services Bureau.

Assistant Chief Lamoreaux is a graduate of Northwestern University's School of Police Staff and Command, 201st Class, where he served the class as its vice-president.

He is a 29-year veteran of the department.

ORGANIZATIONAL CHART



OFFICE OF THE CHIEF

Under the direction of Chief John R. Batiste, the Office of the Chief oversees the day-to-day operations of the agency.





GOVERNMENT AND MEDIA RELATIONS

OVERVIEW

Government and Media Relations (GMR) serves two distinctive functions for the Office of the Chief: Media relations and legislative liaison relations.

GMR is responsible for coordinating agency legislation with committees, legislators, and other state agencies. Additionally, GMR reviews and seeks input from interested stakeholders on agency legislation and answers policy questions for legislative constituents.

The office also handles all statewide media relations for the agency and is the lead and primary point of contact for critical and major incidents. GMR provides assistance and training to district Public Information Officers, monitors news coverage, hosts FEMA-certified media training, and updates the agency's external website.

Additional support services through GMR includes agency photo and videos services, equipment and standards review, publication of the WSP blog, and oversight of all social media accounts.

SUCCESSES OF 2017

During the 2017 legislative session, GMR tracked 484 bills to assess their potential impact on WSP. GMR also updated four chapters of the Washington Administrative Code, amending 19 sections and repealing one section.

One of the biggest successes of the year was creating a new external website which launched in early December. The previous site was built on HTML and consisted of more than 500 pages and 74,000 web files/assets. The new user-centered design was built on a content management system, is less than 100 pages, and is backed by usability testing in order to put the customer and their needs first.

In April and October, GMR also offered a 16-hour FEMA-certified Basic Public Information Officer course. More than 40 people from WSP and other outside law enforcement and fire personnel attended.

Additionally in 2017, the agency's social media grew by:

- Twitter 37 percent
- Facebook 51 percent
- InsideOut (blog) 85 percent
- Instagram 111 percent

Over the course of the year, GMR completed 205 photo projects and 48 video projects for both the agency and the Governor's office. GMR also focused on updating the WSP's visual brand. This resulted in a full re-design of a new press release template and a new trademarked logo.

LOOKING AHEAD

In preparation for the 2019 legislative session, GMR is moving from the bill analysis tracking system (BATS) to SharePoint for legislative tracking, along with updating current forms to simplify the process.

Additionally, GMR is planning, for the first time, multiple legislative/budget workshops for WSP employees that are involved in these processes. These workshops will be a collaboration between GMR and Budget and Fiscal Services. It will allow training opportunities for WSP staff and an arena to showcase updates, along with the opportunity for staff to give feedback.

Now that the new external website is built, GMR will begin training agency divisions on how to update their specific pages. This will ensure WSP services are readily available to the public and other

stakeholders. GMR will also continue to run analytics to further develop functionality to meet both agency and consumer needs.

In 2018, GMR is also planning two more FEMA-certified Basic Public Information Officer courses.



LABOR AND POLICY

OVERVIEW

The Labor and Policy office is responsible for labor relations, master agreement negotiations for union contracts, as well as internal union/management decisions.

Additionally, Labor and Policy coordinates with the Office of the Attorney General regarding legal representation and advice. In addition, Labor and Policy collaborates with the Office of Financial Management State Human Resources Labor Relations Section on collective bargaining matters such as wages, hours, working conditions, and methods used in dispute resolution.

The Labor and Policy Advisor serves as the agency Ethics Advisor for issue-specific questions, as well as overall government ethics training.



PSYCHOLOGIST

OVERVIEW

The primary responsibility of the department's clinical psychologist is to screen commissioned applicants for fitness as a police officer and counsel employees after involvement in traumatic critical incidents.

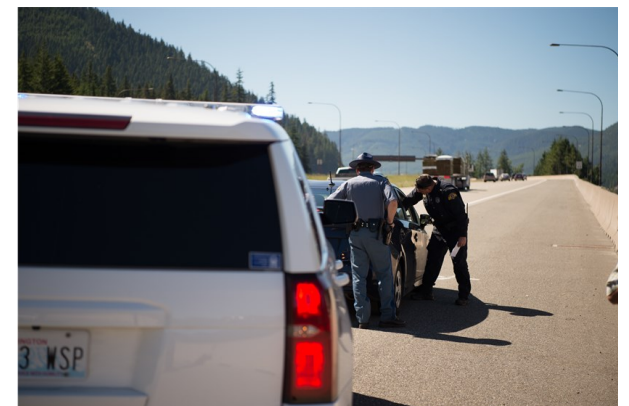
However, psychological services are also available to all WSP employees and immediate family members for counseling and assistance when their well-being is threatened by vocational, personal, or other stress-related problems.

The office is involved in increasing the knowledge of all employees concerning improving mental health as it relates to social interactions.

Most office outreach is conducted through the agency-wide Peer Support Team.

FIELD OPERATIONS BUREAU

The Field Operations Bureau (FOB) oversees eight geographic districts, each of which faces unique characteristics and challenges. The bureau is responsible for traffic law enforcement, collision investigation, and motorist assists on more than 7,000 centerline miles of state highways and interstates.





FIELD OPERATIONS HEADQUARTERS

OVERVIEW

The Field Operations Bureau (FOB) oversees eight geographic districts, each of which faces unique characteristics and challenges.

The bureau is responsible for traffic law enforcement, collision investigation, and motorist assists on over 7,000 centerline miles of state highways and interstate.

Additionally, the WSP Honor Guard, Serious Highway Crime Apprehension Team, Incident Management Team, Rapid Deployment Force, Aggressive Driving Apprehension Team, Target Zero, and motorcycle officers fall under the FOB Headquarters.

SUCCESSES OF 2017

Yearly Statistics

In 2017, FOB troopers:

- Made 1,003,827 contacts
- Answered 208,629 calls for service
- Investigated 50,614 collisions
- Took 14,386 impaired drivers off the road

High Visibility Enforcement Patrols

Over the course of the year, eight High Visibility Enforcement (HiVE) patrols were conducted throughout the state.

The highlight of the HiVE patrols was conducted in June on Interstate-90. The agency committed additional personnel to the emphasis, to include, 25 motors troopers, narcotic detections

K-9 teams, and three interdiction troopers. Results from the emphasis included:

- 3,041 contacts
- Two large money seizures totaling more than \$45,000
- 54% reduction in erratically driven vehicle calls
- 70% reduction in collisions

2017 Statewide Focus of Efforts

- Secure Your Load – April 27 through 29
- Move Over or Slow Down – June 22 through 24
- Distracted Driving – September 21 through 23

LOOKING AHEAD

2018 HiVE Patrols

- District Three (Yakima) – May 4 through 6
- District Six (Wenatchee) – June 13 through 17
- Interstate-90 Emphasis – June 29 through July 1
- District Three (Yakima) – July 27 through 29
- District Eight (Bremerton) – July 27 through 29
- District Seven (Marysville) – September 21 through 23

Statewide Focus of Efforts

- Secure Your Load – April 27 through 29
- Move Over or Slow Down – June 22 through 24
- Distracted Driving – September 21 through 23



DISTRICT 1

PIERCE • THURSTON

OVERVIEW

District One is situated in the Puget Sound Basin, providing law enforcement service to Pierce and Thurston counties.

The district headquarters is based out of the Combined Transportation Center in Tacoma. In addition, there are dedicated field patrols providing Gig Harbor area enforcement. More than 200 employees are assigned to traffic law enforcement, traffic investigations, auto theft, vehicle inspections, communications, administrative support services, forensic laboratory services, deputy state fire marshals, and electronic services in District One.

Stretching from the waters of Puget Sound to Mount Rainier, District One is one of the most heavily populated and traveled regions in the state. The average daily vehicle count on Interstate-5 exceeds 170,000 in Pierce County and 120,000 in Thurston County.

SUCCESSSES OF 2017

In 2017, District One ended the year with only 10 trooper vacancies, or 10% of its allotted positions. This was a decrease from the previous year in which the district had 17 trooper vacancies. The increase in troopers working the road assisted the district in reducing fatality collisions from 30 in 2016, to 24 in 2017.

In addition, District One was able to achieve the following successes:

- In May 2017, District One hosted an event where Governor Jay Inslee signed the new distracted driving legislation into law. The event was attended by numerous Washington State Legislators and families of victims affected by distracted driving.

- In June 2017, District One personnel, along with Rapid Deployment Force (RDF) personnel from across the state, responded to a large demonstration at The Evergreen State College (TESC). While this event had a potential for mass property destruction and personal injury, there was no property damage and there were only minor injuries resulting from protestor-on-protestor activity. The President of TESC later thanked the WSP for their exemplary and professional response.
- In September 2017, District One personnel coordinated the WSP's display at the Washington State Fair in Puyallup. The display was staffed throughout the three weeks of the fair in which District One professionally represented the WSP. Participating staff also assisted in recruiting efforts during the event.
- In December 2017, District One responded to the Amtrak train derailment in Pierce County which killed three passengers and injured more than 70 others. A portion of the train landed onto Interstate-5, blocking all of the southbound lanes. Along with District One's partner law enforcement agencies, the southbound lanes were re-opened in just 57 hours. Due to the outstanding performance by District One personnel and other first responders, both the State Senate and House of Representatives passed a resolution praising their response. During the train derailment, the WSP, WSDOT, and Joint Base Lewis McChord personnel were able to implement a cross-base detour route. This route was identified years before, during another large scale blocking incident on Interstate-5 and proved to be invaluable during the train derailment. The detour allowed local traffic to utilize JBLM roads to maneuver around the lane closures and helped relieve congestion around the region.
- District One realizes the amount of drug impaired driving continues to increase, as well as the use of illegal drugs such as opioids.

To combat this increase, the district hosted a Drug Interdiction Crime Enforcement training class to assist troopers in identifying and apprehending those using illicit drugs.

LOOKING FORWARD

While District One saw a reduction in fatality collisions, it is the district's goal to continue its proactive traffic enforcement to further reduce the loss of life on Washington highways in 2018. District One personnel will continue to focus their efforts on collision causing violations to include speed, impaired driving, seatbelts, and distracted drivers. The new distracted driving law should prove to be a valuable tool to reach this goal.

District One continues to work on increasing the technology infrastructure. The Olympia office is scheduled to receive enhancements in broadband capabilities which will greatly increase the amount and quality of work that can be performed.

In response to the number of civil disturbances and active shooter incidents that are occurring across the country, District One is planning multi-agency RDF and active shooter training in 2018. This training will better prepare personnel during their response to these incidents and therefore increase the safety of our citizens.

OVERVIEW

District Two covers all of King County, which geographically makes it the smallest district in Washington but serves the most populated county with more than 2.1 million residents and nearly 1.8 million licensed drivers. It is also the fastest growing county in the state with a 12 percent population increase since 2010.

Interstates-5, 90, 405 and State Routes-520 and 167 are flooded every day by commuters going to work, students driving to the University of Washington, travelers flying in and out of Sea-Tac International Airport, and sports fans going to watch events at Safeco Field, CenturyLink Field, and Husky Stadium.

District Two also includes:

- Washington State Convention Center
- Starbuck's Corporate Headquarters
- Microsoft Corporate Headquarters
- Amazon Corporate Headquarters
- Port of Seattle
- Boeing Field, King County Airport
- Washington State Ferries
- Snoqualmie Pass over I-90
- Emerald Downs
- Home of Seafair

District Two is home to metropolitan cities of:

- Seattle
- Bellevue

Surrounding communities host the majority of major events in the state to include dignitary visits, major sporting venues, and cultural and political events.

The Communications Center in District Two receives up to 24,000 emergency calls per month ranging from minor collisions, to reporting major traffic crimes in progress, and other emergencies.

SUCCESSES OF 2017

During 2017, District Two saw a five percent reduction in collisions including reductions in impaired driving collisions of more than nine percent and speed related injury collisions down 20 percent.

This was largely a result of the 31 percent increase in DUI arrests and the four percent increase in speed contacts throughout the district.

The District Two Target Zero Team alone had its best year yet with just shy of 600 DUI arrests.

LOOKING FORWARD

District Two works closely with local, county, state, and federal partners to ensure security on the myriad of infrastructure and large events that reside within King County, including various protests throughout the year, the Blue Angels air show for Seafair, and the opening of the new State Route-99 tunnel, which will replace the existing Alaskan Way Viaduct along the Seattle waterfront, expected to open as early as fall of 2018.

The men and women in District Two will continue their tireless work to make the interstate and state highway system safe for those living and commuting within King County.



DISTRICT 3

ASOTIN • BENTON • COLUMBIA • FRANKLIN • GARFIELD • WALLA WALLA • YAKIMA

OVERVIEW

District Three is comprised of the seven southeastern counties of Washington State, covering more than 900 miles of state and interstate highways, and shares borders with Oregon and Idaho.

There are 142 employees assigned to traffic law enforcement, Target Zero Team, traffic investigations, auto theft, narcotics investigations, vehicle inspections, communications, and support services.

SUCSESSES OF 2017

On October 2, 2017, while flying over the area, a pilot identified a large 250 foot fissure in the top of Rattlesnake Ridge in Union Gap. Further investigation detected the ridge to be sliding at a rate of 1.4 to 1.6 feet per week. After three months of monitoring, it was identified that four million cubic yards of the hillside are sliding at a steady and constant rate, but is expected to settle back into the quarry and stop further movement.

In April, District Three hosted the Washington State Patrol Memorial Foundation dinner. Thanks to the hard working employees who donated items or sought out donations for the silent auction, \$43,000 was raised.

In May, district employees participated in the escort detail of the Vietnam Traveling Wall Memorial which was set up for several days at City View Cemetery in Pasco.

In August, employees from the district participated in the escort detail for the Missing in America Project where the unclaimed remains of veterans were hand carried to the Veteran's Cemetery in Medical Lake.

LOOKING FORWARD

The Kennewick Autonomous Patrol Area (APA) encompasses the Tri-Cities Metro area (Kennewick, Richland, and Pasco), the fourth largest metro area in the state. This APA has experienced a nine percent population growth in the last five years and a 31 percent population growth in the past 15 years.

The district is working with the Washington State Department of Transportation to address an increase in roadway congestion in this area. It is also addressing a significant increase in calls for service and collisions utilizing targeted impaired driving, speed and seatbelt emphasis patrols.



DISTRICT 4

ADAMS • FERRY • LINCOLN • PEND OREILLE • SPOKANE • STEVENS • WHITMAN

OVERVIEW

District Four is comprised of the seven northeastern counties of Washington State and shares borders with Canada and Idaho. There are a total of 92 employees in District Four dedicated to enhancing the safety and security of our state by providing the best in public safety services.

SUCCESSSES OF 2017

In the fall and winter of 2016, the district experienced a significant increase in fatality collisions involving college students from Washington State University (WSU). In response, District four partnered with WSU, the Washington State Department of Transportation (WSDOT), and District Six on educational campaigns, enhanced emphasis patrols during high-traffic WSU events, and roadway improvements on State Route-26 and State Route-195 in Whitman and Adams counties to reduce fatality and serious injury collisions. As a result of these educational campaigns, engineering improvements and enforcement patrols, there were no fatality collisions and only one injury collision during the 2017 WSU Thanksgiving break period, and no fatality collisions involving WSU students during the 2017 WSU Christmas break.

LOOKING FORWARD

WSDOT is planning additional roadway enhancements to State Route-195 and State Route-26 in support of the traffic safety campaign. Districts Four and Six are planning additional emphasis patrols to address high traffic WSU events, with the first emphasis patrol addressing WSU Spring Break in March. Multi-media educational campaigns directed towards WSU students and staff will continue

under a cooperative effort with WSU, WSDOT, and WSP Districts Four and Six.

District Four is also addressing a significant spike in fatality collisions for January through March in both 2017 and 2018 with an emphasis on speed and drivers traveling too fast for conditions violations during the winter months. In addition to our troopers emphasizing enforcement on these two violations, the district public information officers will continually address winter driving tips in support of our enforcement efforts.

OVERVIEW

District Five is situated in southwestern Washington with headquarters in Vancouver. The district provides service to Clark, Cowlitz, Klickitat, Lewis, and Skamania Counties. These consist of approximately 9,666 square miles of land which includes two Interstate Highways and 27 State Routes. On these highways, troopers cover a total of 762 miles.

District Five has two truck scales that utilize weigh-in-motion technology - the Port of Entry in Ridgefield and the Ostrander Scale. Detachment officers are located in Chehalis, Goldendale, Kelso, Morton, and Vancouver.

There are approximately 172 employees assigned to traffic law enforcement, traffic investigations, auto theft, narcotics investigations, vehicle inspections, communications, and support services. A crime laboratory is also located within district confines.

SUCCESSSES OF 2017

District Five formed a holiday impaired driving apprehension team that consisted of eight troopers working in Clark, Cowlitz, and Lewis Counties. In the final six weeks of the year, the team removed nearly 150 impaired drivers from Washington roadways and there were no alcohol or drug related fatality collisions during the same time period.

The district has a License Investigation Unit that consists of both commissioned personnel and volunteers who are primarily focused on ensuring Washington State residents are compliant with vehicle licensing laws in our state. As a result of their efforts, an estimated \$418,000 in lost revenue was recovered.

The district experienced two significant mudslides in 2017. The first occurred on Interstate-5, just north of Woodland in Cowlitz County

which resulted in a long-term closure. The second slide occurred on State Route-503 at the northeast end of Lake Merwin in Cowlitz County. The State Route-503 slide impacted the local community for several weeks as repairs were completed. Both incidents required multi-agency partnerships to provide a safe environment to community members and traveling motorists in Southwest Washington.

LOOKING FORWARD

In 2017, the Cowlitz Tribe opened the Ilani Casino, located off Interstate-5, just a few miles north of Vancouver. The 365,000 square foot casino and resort consists of a 100,000 square foot gaming floor, meeting halls, entertainment venues, and more than 15 restaurants and bars. The construction of a new overpass at Exit 16 is complete; however, planned development on both sides of the freeway is projected to result in growth and increased traffic. The Cowlitz Tribe is projecting the Ilani will bring in over one million visitors annually to Clark County.

In 2018, District Five will host the 36th annual WSP Memorial Foundation Dinner. This dinner is a fundraising event to support the families of WSP fallen officers.

The Fort Vancouver 4th of July Fireworks show occurs annually in the district. This event draws an estimated 65,000 people to a celebration that was once referred to as the biggest fireworks display west of the Mississippi.

The Packwood Flea Market, first established in the 1970s, is one of the most popular flea markets in the northwest. This event occurs on both Memorial Day and Labor Day weekends, drawing an estimated 40,000 attendees and 500 vendors to an area known as the Gateway to Mt. Rainier.

DISTRICT 6

CHELAN • DOUGLAS • GRANT • KITTITAS • OKANOGAN

OVERVIEW

District Six is located in the north central part of the state with headquarters in Wenatchee - “Apple Capital of the World”, with service responsibilities that encompass not only Chelan County, but also Douglas, Grant, Kittitas, and Okanogan Counties.

It is one of the largest districts in the state in terms of area/mileage; incorporating 1,537 miles of interstate and state routes, and assists other agencies with an additional 7,058 miles of county roads. At full staffing, 59 troopers and seven sergeants patrol these roadways.

District Six is well known for its diverse beauty, vast agriculture, mountain ranges, water systems, and recreational opportunities such as Mission Ridge and Steven Pass Ski area, Lake Chelan, and the Apple Capital River Walk that borders the Columbia River.

District Six is host to some noteworthy events such as:

- Wenatchee Apple Blossom; which begins with the Chief For A Day event
- Leavenworth’s Oktoberfest and Christmas Lighting Festival
- Omak Stampede
- Ellensburg Rodeo
- Columbia Gorge concerts

It is also home to the Wenatchee Apple Sox Baseball team and Wenatchee Wild Hockey team.

SUCCESSES OF 2017

In 2016, the Interstate-90 corridor through Kittitas County was undergoing several extensive roadway construction projects with some area redesign. A significant spike in collisions was observed along the

corridor during the late summer months, specifically fatality and serious injury collisions in areas between the active construction zones. This construction was planned to continue through 2017 and beyond. A renewed commitment by the WSP and Washington State Department of Transportation (WSDOT) was put into action. Together, the two agencies evaluated causation areas/approaches where change was needed immediately, and locations where modifications in traffic control, speed limit reduction, proactive enforcement, motorist education, and messaging must occur. In addition to substantial increase in traffic volumes, a common problem was driver inattention, speed, and following too closely.

In the fall of 2017, troopers from District Six and District Three collaborated on proactive patrols of the Hyak and Elk Heights project zones. Troopers, working both regular and overtime hours, targeted speeders and other driver actions. The goal was to reduce fatality and serious injury collisions along the 40-mile stretch of Interstate-90. As a result of their efforts, fatality collisions dropped, blocking collisions were reduced, and the total number of collisions were reduced.

LOOKING FORWARD

The collaborative, proactive approach noted above with WSDOT will continue throughout the 2018 construction season; working to enhance the safety of our motoring public and the people working within our roadway construction zones.

We remain committed to our Districts Four and District Six emphasis patrols to address high traffic WSU events and reduce fatality and serious injury collisions throughout the year; with the first emphasis Patrol addressing WSU Spring Break in March. Multi-media educational campaigns directed towards WSU students and staff will continue under a cooperative effort with WSU, WSDOT and WSP Districts Four and Six.

OVERVIEW

District Seven is comprised of five northwestern counties and shares a border with Canada. Fourteen detachments are located in: Bellingham, Burlington, Marysville, Monroe, Oak Harbor, and Silverlake. In addition, a Port of Entry for commercial vehicles is located southbound on Interstate-5 at Bow Hill. There are more than 200 employees assigned to traffic law enforcement, traffic investigations, narcotics investigations, Homeland Security Division, vehicle inspections, Crime Laboratory, Communications, Electronic Services, and other support services. The district serves as a major gateway into British Columbia, Canada.

SUCCESSSES OF 2017

The district experienced challenges in early 2017 while suffering the highest vacancy rate in the state at 25 percent. Thanks to large academy trooper cadet graduations, the district reached a low vacancy rate of 11 percent by the end of the calendar year.

District Seven led the agency in the successful apprehension and enforcement of impaired drivers, speeders, unrestrained motorists, criminal drug interdiction, and overall violations enforced.

The Target Zero team led all agency detachments, apprehending 874 impaired drivers for the year, and one arrest for every .7 shifts worked.

In Whatcom County, a group aligned with No Dakota Access Pipeline protested along Interstate-5 in Bellingham by blocking all lanes of northbound traffic. An allied civil disturbance team was formed in response to the protest. The team was comprised of law enforcement officers from the WSP, local police departments, and local sheriff's agencies. Since its inception, the team has worked on coordinating response to large-scale events by identifying threats before they occur,

improving communications between partner agencies, aligning response strategies, and also by training with the Fusion Center.

The agency equipped officers with Naloxone, or NARCAN, which counteracts the effects of overdosing on opioids. District Seven was the first to deploy the use of NARCAN and successfully did so on three occasions throughout the 2017 calendar year.

District Seven hired a consultant to provide important instruction on leadership development to nearly all commissioned supervisors. The course, entitled Crucial Conversations, provided district leadership with valuable counseling skills and strategies.

The district also welcomed the "Net Nanny" program into Whatcom County and participated in mass casualty and active shooter drills with partner agencies.

A first aid class was held for civil service employees in the district in order to equip them with the necessary life-saving skills including CPR, automated external defibrillator use, injury response, and universal precautions against disease and sickness. It included more than 20 forensic scientists, crime lab employees, and administrative personnel from a variety of disciplines. Troopers went to high schools to educate teens about the importance of driving safely.

District troopers responded to many critical incidents, saving several suicidal subjects from taking their lives. In one incident, a trooper grabbed a man as he was diving off a bridge and pulled him to safety. The trooper was recognized with the Award of Merit for their actions.

The district also implemented quarterly supervisory training to help create additional efficiencies, quicker response times to customer complaints, and better turnaround on important projects.

In December, the district held a Christmas gift drive for needy families.

More than 100 families were provided with meaningful gifts to make their holidays special.

District troopers and sergeants coordinated various teams to provide outstanding coverage during potentially critical events like the Tulip Festival, the Oyster Run motorcycle rally, and the Monkey Butt run.

LOOKING FORWARD

District Seven saw an increase in fatality collisions over the previous calendar year despite the increase in productivity with impaired driving apprehension. At the same time, the population increase was the second highest in the state, which resulted in increased calls for service and higher traffic volumes. The district has responded by soliciting employees at all levels to provide input for ways to combat the additional challenges we are faced with. The district is presently using data to locate trends and patterns that might be mitigated through enforcement and education campaigns. It is also utilizing strategic emphasis patrols with the intent of enforcing violations that frequently cause fatalities and injuries related to underage drivers, motorcyclists, and impairment.

Due to the statewide increase of collisions involving distracted driving, the district is expanding the use of our Teen Impact curriculum in schools and driver education classes.

A POPS project was opened to increase the solvability of hit-and-run collisions which pervade the Snohomish County area. Utilizing the public information officer, troopers reached out to local news organizations to educate the public with what information is needed from running vehicles so the investigating officer can properly solve those collisions.

The district is also pursuing another leadership development course to bolster the previous year's instruction.

Local troopers are designing an active shooter course for civil service employees in 2018, to ensure that they are better prepared in the event of such a critical incident.

OVERVIEW

District Eight is situated along Washington State's Pacific coastline with the Canadian border to the north, just across the Strait of Juan de Fuca. To the south, across the Columbia River, is the state of Oregon. To the east lies Puget Sound with Hood Canal running into the heart of the district. The district is responsible for providing services to Clallam, Grays Harbor, Jefferson, Kitsap, Mason, Pacific, and Wahkiakum counties. Detachment offices are located in Hoquiam, Port Angeles, Poulsbo, Naselle, and Shelton.

Approximately 130 WSP employees work in District Eight, providing an array of services; law enforcement troopers, vehicle inspectors, communications staff, criminal investigation detectives, and support personnel.

SUCCESSSES OF 2017

A few notable events that occurred throughout the year include:

- In June, District Eight Rapid Deployment Force troopers assisted with the demonstrations at Evergreen State College.
- On June 1st, District Eight troopers participated in the Special Olympic Torch Run.
- The Lavender Festival in Sequim was July 21st through 23rd
- Bikers at the Beach was in Ocean Shores from July 28th to 30th with no major collisions or incidents. The WSP Field Operations Bureau conducted a High Visibility Emphasis in the area.
- The 4th of July event in Long Beach resulted in only four arrests for DUI, and with no serious collisions.

- September was Rod Run, and there were no major incidents.
- On November 28, district troopers assisted the Grays Harbor Drug Task Force with a seizure of a large amount of marijuana and grow house.

LOOKING AHEAD

District Eight will continue to work towards lowering fatality and injury collisions through the use of data and targeted enforcement of collision causing violations.

The district is working on partnerships with local law enforcement agencies to provide the best service to the communities we serve through unified traffic safety emphasis, collaborative investigations of complex crime scenes, and community outreach events such as county fairs and safety talks.

COMMERCIAL VEHICLE ENFORCEMENT BUREAU

The Commercial Vehicle Enforcement Bureau (CVEB) is responsible for promoting and educating the safe travel of commercial vehicles, enhancing safe transportation of school children, and protecting the state's infrastructure. The Bureau also oversees the agency's Budget and Fiscal Services and Property Management.





COMMERCIAL VEHICLE DIVISION

OVERVIEW

The Commercial Vehicle Division (CVD) is committed to making Washington's highways the safest in the nation. CVD is responsible for ensuring compliance with federal commercial vehicle regulations, while sustaining the safe and efficient movement of "over the road" freight throughout Washington State. There are 58 commissioned officers, 38 Commercial Vehicle Enforcement Officers (CVEOs), and one captain assigned to the division.

CVD promotes safe travel of commercial motor vehicles (CMVs) on Washington highways through a variety of efforts including enforcement, inspections, and education.

SUCCESSSES OF 2017

In 2017, CVD enforcement personnel performed 48,433 CMV safety inspections, an increase of 19 percent from 2016. These inspections resulted in 1,702 drivers and 4,993 CMVs being placed out of service.

CVD personnel focused heavily on driver behavior in 2017. The driver "Out of Service" rate represents an increase of 32 percent over the previous year. That shift is a result of data which indicates that 94 percent of all CMV caused collisions are the result of driver behavior.

The CVD maintains responsibility for regulatory oversight of Washington's tow and wrecking industry. During the year, CVD tow and wrecking troopers inspected 921 companies, ensuring compliance with laws and program requirements. In 2017, CVD renewed all Registered Tow Truck Operator (RTTO) Letter of Appointments, which is the document that authorizes them to tow for the WSP. Also, the Major Incident Tow program was reviewed with the Washington State Department of Transportation (WSDOT) and all participating RTTOs to ensure the program is properly administered and funded in accordance

with the Joint Operations Policy Statement.

CVD SafetyNet (CVDSN) retains responsibility for in-house data collection/distribution, while reporting to WSP partners in the Federal Motor Carrier Safety Administration on matters of joint concern. During the year, CVDSN analysts collected, compiled, and distributed data from collisions, enforcement activities, inspections, complaints, and community outreach education; thus allowing our troopers and commercial vehicle enforcement officers to focus their efforts when and where they would have the greatest impact on CMV involved injury and fatal collisions. CVDSN achieved a 100 percent rating in six of the eight areas measured by FMCSA, and were 98 percent and 97 percent in the remaining two. This resulted in significant incentive funding from FMCSA to the State of Washington.

LOOKING AHEAD

Using a data driven deployment model, CVD continues to strategically focus enforcement efforts on unsafe driving by CMV drivers and motorists traveling around CMVs. During 2017, CVD experienced a five percent increase in CMV involved collisions, compared to 2016. Likewise, CMV involved injury collisions rose five percent and CMV involved fatal collisions rose 18 percent. However, CMV caused fatality collisions decreased 13 percent. State and national trends reveal both CMV and passenger vehicle traffic continues to grow at an accelerated rate.

CVD continues to incorporate Virtual Weigh in Motion (WIM) into its Commercial Vehicle Safety Plan. Commercial vehicle enforcement officers and troopers conduct portable weighing operations to identify overweight CMVs for the purpose of preventing roadway damage caused by heavy vehicles. Last year, CVD and WSDOT installed a virtual site on Interstate-90 near Vantage. As the division looks forward, we will execute a prioritized list of new locations around the state that

will benefit from WIM.

In response to the collision trend, CVD will add a new detachment of CVEOs to King County in 2018. That detachment will augment the two existing CVD trooper detachments in that district. The newly created supervisor position is funded through a federal grant, which made this allocation possible.

CVD conducts a bi-annual leadership summit to bring all the supervisors from around the state to one location. Training is provided to benefit employees and ensure consistent and uniform messaging across the division. Each year, a guest speaker is showcased to present on topics such as leadership and self-improvement. In an effort to build our future leaders, supervisors are encouraged to bring select line personnel to these conferences. In addition to these summits, CVD will continue to offer outside training, including active participation in the Commercial Vehicle Safety Alliance training conferences.

At the start of 2018, a federal mandate for the use of electronic logging devices (ELD) became effective. CVD, in conjunction with the WSP Motor Carrier Safety Division, has worked to provide training to all personnel regarding the use and enforcement of ELDs. This is an on-going source of changing direction from the Federal Motor Carrier Safety Administration as they work diligently to meet the needs of both industry and enforcement. During 2018, we anticipate the need for continuous communication with all stakeholders.

As part of CVD's 2018 Operational Plan, CVD will continue to support Target Zero strategies. Personnel are directed to focus discretionary time in problem areas identified by SafetyNet and continue to focus enforcement and inspection efforts on driver behavior. CVD will actively participate in all federal emphasis campaigns; as well as utilize the CVD Ticketing Aggressive Cars and Trucks team to conduct emphasis patrols around the state.

Additionally, CVD plans to conduct criminal interdiction patrols in coordination with the WSP Investigative Assistance Division.

CVD will continue to provide support to the Field Operations Bureau when critical events occur and additional personnel resources are needed.



MOTOR CARRIER SAFETY DIVISION

OVERVIEW

The Motor Carrier Safety Division (MCSD) promotes the safe travel of commercial vehicles on state highways through education and enforcement. MCSD consists of five Ports of Entry, Compliance Review Section and New Entrant safety. MCSD also oversees the Training and School Bus Inspection Programs.

Ports of Entry

Ridgefield is located on Interstate-5 near Oregon, Bow Hill on Interstate-5 near Canada, Cle Elum Port of Entry (POE) mid-state on Interstate-90, Plymouth on Interstate-82 in Southeastern Washington, and Spokane POE is located on Interstate-90 near Idaho.

The POEs weigh approximately two million trucks annually. In 2017, Commercial Vehicle Enforcement Officers (CVEO) assigned to POEs conducted 44,724 commercial vehicle safety inspections resulting in 6,101 vehicles and 2,629 drivers being placed out of service for safety reasons.

Compliance Review and New Entrant Safety Audit

A Compliance Review (CR) is an on-site examination of motor carrier operations including: Drivers' hours of service, maintenance and inspection, driver qualification, commercial driver's license requirements, financial responsibility, collisions, hazardous materials, and safety and transportation records to determine whether the carrier meets the safety fitness standard. A CR may be conducted in response to a collision, directive from the Federal Motor Carrier Safety Administration (FMCSA) citizen complaint, referral from officers in the field or a scheduled follow-up from a previous visit, and may result in an enforcement action.

New Entrant Safety Audits examine a motor carrier's operations to provide educational and technical assistance on safety and operational requirements of the FMCSA Regulations and applicable Hazardous Material Regulations. Safety audits are used to gather critical safety data needed to make an assessment of the carrier's safety performance and basic safety management controls.

School Bus Inspections

The School Bus Inspection Program is a partnership between MCSD and the Office of Superintendent of Public Instruction.

Annually, WSP inspects 100 percent of school buses during the summer and 25 percent of school buses during the winter. More than 455 thousand students are transported on school buses daily and over 101 million miles are driven annually.

This critical program is crucial to reducing school bus collisions related to equipment. This is a primary reason why there has never been a school bus related fatality as a result of defective equipment.

In the summer of 2017, MCSD inspected 13,112 public school buses with an out of service rate of 4.9 percent compared to 4 percent in 2016. WSP has 19 dedicated school bus inspectors.

Training

The Training Program is responsible for all aspects of CMV training including 13 weeks of CVEO Basic, in-service training for Commercial Vehicle Safety Alliance (CVSA) certified officers, (including city and county officers), training for division officers and verifying annual CVSA certification of division officers and instructors. In 2017, MCSD graduated one class with a total of eight new CVEO 1s and have already scheduled an additional class for 2018.

SUCSESSES OF 2017

MCSD developed and delivered Field Training Officer (FTO) Basic training to Commercial Vehicle Enforcement Bureau (CVEB) officers who provide field training to Academy graduates. In addition to FTO Basic, MCSD developed a standardized training guide and evaluation system to be used during post Academy FTO training.

MCSD managers, in conjunction with the Information Technology Division, shifted officer evaluations into a computer program called Remedy. This greatly improved efficiency and eliminated the need for paper.

MCSD also partnered with the Commercial Vehicle Division (CVD) and the Washington State Department of Transportation to develop a strategic plan for inspection station improvement and preservation.

LOOKING AHEAD

MSCD will complete the 12th CVEO Basic Academy with standardized training to follow.

The division also plans to select a new software system for inspection stations. WSP is considering a "Request for Proposal" to identify the service provider that best meets the needs associated with truck enforcement in Washington and works as a force multiplier for MCSD enforcement officers. This is consistent with the division's commitment to ensure Washington roadways are the safest in the nation.

CVD and MCSD will identify appropriate locations and then the appropriate provider for Virtual Weigh in Motion systems. This technology upgrade will allow both divisions to identify commercial motor vehicles that are bypassing fixed facilities and possibly operating illegally on our roadways. MCSD has two test sites in operation now and they are showing tremendous promise.



PROPERTY MANAGEMENT DIVISION

OVERVIEW

The Property Management Division (PMD) is comprised of three sections: Facilities Management Section, Fleet Section, and Supply Section. The Division consists of 64 funded positions. Through the capital budgeting process, the Facilities Management Section is responsible for future planning, construction, and maintenance of all agency-owned buildings. The Fleet Section acquires, equips, issues, and maintains more than 1,500 vehicles and emergency related equipment. The Supply Section procures critical items and provides logistical support to all districts, sections, and divisions of the agency.

SUCCESSSES OF 2017

In 2017, the Facilities Management Section continued to support statewide commercial vehicle weight enforcement by certifying weigh stations and portable scales throughout the state. It also completed several million dollars of capital preservation projects. The Facilities Management Section and the Motor Carrier Safety Division completed construction documents for the new Ridgefield Port of Entry. Construction will start in the summer of 2018. The section also completed 2015-2017 Capital Projects and started on the design of several 2017-2019 biennial projects.

The 1063 block project, which consolidated WSP's Thurston County operations, was the most significant project for the section during 2017. Divisional moves started at the end of 2017 and were completed on March 30, 2018.

Fleet Section installers up-fitted 180 vehicles which replaced high mileage vehicles in the field. A total of 230 vehicles were stripped of law enforcement equipment and sent to State Surplus which enabled the Section to meet the pursuit vehicle mileage turn-in goal of 110,000 miles. Technicians prepared 43 used pursuit vehicles for troopers

graduating from the 108th Trooper Basic Training Class. This included safety checks, pending vehicle service, equipment repairs, recalls, minor body repair, and painting. Fleet staff also installed video cameras and other technology in new and used vehicles.

In 2017, the Supply Section personnel processed 3,172 purchase orders valued at \$16,923,847. Staff saved the agency over \$600,000. The warehouse processed 3,770 item requests for commodities valued at \$1,518,769. The following is a partial list of major procurements that required competitive bids:

- Procurement of the new “enhanced uniform” for all commissioned personnel.
- Procurement of new uniforms for Commercial Vehicle Enforcement personnel.
- Procurement and issuance of nearly 1,000 “active shooter kits” which included a ballistic helmet and body armor capable of stopping rifle rounds.
- Procurement of 950 less lethal shotguns and sales of more than 1,000 of the agency's old shotguns.
- Procurement and issuing AR-15 rifles to all of the field force and other commissioned personnel.
- Procurement of Smith & Wesson M&P 2.0, 9mm pistols to replace the current .40 caliber pistol. This required the Supply Section to not only procure the new guns, but also new holsters and 9mm ammunition.
- Procurement of 2,440 Streamlight weapon mounted flashlights for every pistol and rifle in the field.

- Procurement of Naloxone for commissioned and CVD personnel. There have already been several Naloxone applications by agency personnel resulting in lives saved.
- Procurement of Unmanned Aerial Vehicles for scene mapping by the Criminal Investigation Division. These were utilized to document the scene of the Amtrak derailment in Dupont.

Supply also equipped two arming classes and two Trooper Basic Training Classes.

LOOKING AHEAD

In 2018, the Supply Section envisions filling two warehouse operator positions which were vacated due to retirements. Supply staff will continue to deploy the enhanced uniform project and assist the Department of Enterprise Services by providing input for renewal of the master state contract for uniforms which expires on July 1, 2019.

The section will also strive towards filling vacant positions. Additionally, Fleet is tasked with up-fitting up to 100 new pursuit vehicles in preparation for the 109th and 110th Trooper Basic Training Classes.

Fleet Section management will continue to work with the Department of Enterprise Services and other stakeholders to identify appropriate locations to install electric vehicle charging stations and identify fuel operated vehicles throughout the agency that can be replaced with all-electric plug-in vehicles.

In 2018, the Facilities Section projects include a \$7.5 million project involving the design of a burn building which includes a residential/apartment training structure and the replacement of live fire burn props at the Fire Training Academy in North Bend. Additionally, the division will start \$3.4 million worth of renovations/replacements of the skid pan, training tank and the HVAC system at the Training Academy.



BUDGET AND FISCAL SERVICES

OVERVIEW

Budget and Fiscal Services (BFS) is responsible for management of all agency financial activities including accounting, budgeting, contractual agreements, financial systems, grant management, and payroll.

The division's activities include:

- Preparation, justification, and allotment of the department's \$660 million biennial operating budget.
- Negotiating and executing contractual and grant agreements.
- Issuing payments to vendors for goods and services received.
- Billing and collection of money or debt owed to the agency.
- Processing payroll for approximately 2,200 employees.

Each month, BFS makes 2,300 vendor payments totaling \$7 million, collects 2,000 checks and electronic payments totaling \$4 million, conducts 110 contracting actions (contract awards or amendments), issues billings for 230 grants and reimbursable contracts, and issues 4,400 employee payroll payments.

SUCCESSSES OF 2017

One of BFS' longstanding strategic objectives has been to gain the ability to accept payments by credit cards for services provided to others or for other debts owed to the WSP. This initiative required gaining the approval from the state Office of Financial Management and the Office of the State Treasurer. It necessitated submitting an economic business case justifying the cost, administration, and risk of implementing such a credit card program. BFS successfully gained these approvals during 2017 and have begun the process of implementing this program in 2018.

Accepting payments by credit cards will add a number of efficiencies to the agency process for receiving payments. It will also provide conveniences to customers, including trucking firms who must pay civil penalties in short time frames to avoid being placed out of service as well as for some federal agencies who want to attend our training academies but are only allowed to pay for services using their credit cards.

BFS also played a major role during 2017, in moving the agency headquarters in Olympia from the General Administration Building to the new Helen Sommers Building. This was a large-scale project that required significant involvement and effort by budget staff in managing the myriad of costs associated with construction and the move. This project necessitated that the WSP incur more than \$5 million in out-of-pocket move costs from its operating budget.

In addition, the move required that BFS' Contracting Section assist in negotiating and terminating a number of other multi-million dollar leases in the Olympia/Tumwater area for agency programs which were moving into the Helen Sommers Building. Each lease termination was accomplished successfully with minimal disruption and cost.

LOOKING AHEAD

In 2017, new requirements were placed on the agency by the Office of Financial Management to develop an agency Internal Control Plan and to re-establish the WSP Internal Audit program. BFS staff will be heavily involved in the development and implementation of both of these critical programs during 2018. The objectives of an Internal Control Plan are to safeguard agency assets, promote operational efficiency, check the accuracy and reliability of accounting data, and encourage compliance with accounting and financial policies.

Separately, state law requires that state employees who are involved in the contracting and procurement of goods and services complete training courses in contracting as determined by the state Department of Enterprise Services. This training was initially required beginning in October 2015. BFS anticipates additional training requirements specifically for contract managers will be announced during the second quarter of calendar year 2018. Once required, this training will need to be published, coordinated, and monitored throughout our agency by BFS staff as we directly oversee the compliance with of these training requirements.

FIRE PROTECTION BUREAU

The Fire Protection Bureau is dedicated to the protection of life, property and environment from the devastation of fire. The Bureau consists of the Prevention Division and the Fire Training Academy.





PREVENTION DIVISION

OVERVIEW

The Prevention Division consists of the Inspection, Plan Review, Licensing, Hazardous Materials, All-Risk Mobilization, Basic Firefighter Training, and Accreditation and Certification programs. These programs serve the state's most vulnerable populations, the fire service and law enforcement, as well as the fireworks, fire sprinkler, and cigarette industries.

SUCSESSES OF 2017

During 2017, the Prevention Division conducted 2,577 fire and life safety inspections of licensed care facilities to verify compliance with code and standard requirements. In addition, fire prevention and emergency response training was given to 569 employees from 171 licensed care facilities, providing an increased level of fire safety awareness for staff and residents.

Plan reviews were conducted for 97 occupancies. This included schools, commercial buildings, hotels, motels, and correctional facilities. Staff coordinated with local jurisdictions, contractors, and other stakeholders to review construction documents ensuring critical fire and life safety requirements were met.

The Mobilization program provides personnel, equipment, and other logistical resources from around the state when a wildland fire or other emergency exceeds the firefighting capacity of the local jurisdictions. During the 2017 fire season, mobilization was authorized 21 times for wildland fires.

Local fire agencies received \$474,156 in reimbursement for the training of 2,416 firefighters across the state.

In 2017, the federal Hazardous Materials Emergency Preparedness

Grant and Emergency Management Performance Grant were used to train 1,020 first responders in Hazardous Materials Awareness as well as a variety of other courses. In addition to training courses, these grants also helped support three training conferences offered across the state. This support helped to retain nationally-recognized instructors and trained Washington State Patrol personnel tasked with incident command responsibility of hazardous materials incidents.

The Accreditation and Certification program issued 3,470 Certificates of Competency to those who passed the nationally recognized testing requirement standard. These certifications are used as professional qualifications for entry-level positions and career development within the fire service and related industries.

In 2017, a total of 941 fireworks licenses were issued. There were 1,370 licenses and certifications issued to the fire sprinkler industry for contractors, inspectors, testers, installers, and designers. In addition, 1,638 fire sprinkler fitter certifications were issued. Education courses provided 27 training seminars to 445 students from the fire sprinkler industry, fireworks industry, and the fire service. This training assisted both industry and the fire service with understanding technical codes and standards. The Residential Fire Sprinkler Demonstration Trailer was deployed 15 times, resulting in a total of 373 individual sprinkler activations, which helps demonstrate the effectiveness of fire sprinklers.

LOOKING AHEAD

The National Fire Incident Reporting System is now being administered by the Prevention Division after the legislature approved funding. This program aids in the collection of accurate and timely emergency response data of fire agencies across the state. The analysis of this data arms the fire service with the needed information

to make informed decisions about fire and life safety services.

The Inspection and Plan Review sections will implement a LEAN project on the training of Deputy State Fire Marshals assigned to the inspection programs.

The Quality Assurance program for federally funded fire and life safety inspections is being implemented to ensure compliance with inspection criteria and principles of documentation.

The Accreditation and Certification program is preparing for the 2019 International Fire Service Accreditation Congress (IFSAC) reaccreditation site visit. It takes approximately 18-months to prepare for a site visit. All program policies, procedures, test banks, skill sheets, and site visit documents must be reviewed to ensure compliance with IFSAC criteria.



FIRE TRAINING ACADEMY

OVERVIEW

The Fire Training Academy (FTA) is a premier live-fire training site in Washington State that provides critical public safety training in a safe and controlled environment. The RDD delivers basic firefighting courses to fire agencies at the local level with an emphasis on underserved, rural volunteer agencies. The FTA also includes the Regional Direct Delivery (RDD) program.

SUCSESSES OF 2017

In 2017, the FTA conducted 339 classes for 5,602 students. The FTA conducted 279 classes for 4,553 students. This included five on-site Recruit Academies as well as classes that covered structural firefighting, basic and advanced marine firefighting, and industrial fire brigade training.

Through the RDD program, which includes National Fire Academy courses and Basic Firefighter courses, 1,049 students were trained through 60 classes across the state.

The FTA also provided facility space and support for numerous classes hosted by government agencies, other public safety partners, and private industry professionals. Partners included law enforcement organizations, hazardous material responders, public safety personnel, and military units.

Additionally, the FTA:

- Received \$7.4 million to construct two new burn buildings as the first step towards replacing the current outdated burn building.
- Received \$3 million to make improvements to the campus wide

training water treatment system.

- Became one of the first training sites in the United States to develop and deliver newly mandated maritime fire training courses in accordance with recent U.S. Coast Guard regulatory changes.
- Completed access road repairs which improved safety for vehicles travelling to and from the FTA.
- The outdated FTA breathing-air compressor was replaced with three new breathing-air compressors and fill stations, which will be used to fill Self-Contained Breathing Apparatus cylinders used by firefighters in live-fire training.
- Constructed a microwave tower to improve internet and phone communication and technology at the FTA. This is the first step towards implementing online training opportunities for firefighters across the state.
- Completed demolition of the antiquated dining hall facility to make room for a new dining facility, which will provide food service to all FTA customers.
- Continued delivery, both at the FTA and off-site, of the FTA Live-Fire Instructor Course.
- Received award of Assistance to Firefighter Grant (AFG) funding for two towable vent props for the RDD program.

LOOKING AHEAD

- Construction of two new burn buildings on the FTA campus.

- Upgrades to the training water treatment system, which will tie the upper campus and lower campus systems together, and result in a more efficient system.
- The FTA will continue work to repair damage to the Aircraft Rescue Fire Fighting prop so that safe and effective training can be re-instituted in 2019.
- The RDD will continue to provide Recruit Academies at the local level, and implement the use of two new towable training props.
- Continue partnership with “Healthy In, Healthy Out” campaign to promote cancer awareness and safety practices throughout the fire service.

FORENSIC LABORATORY SERVICES BUREAU

The Forensic Laboratory Services Bureau (FLSB) provides a wide range of forensic science expertise to city, county, and state law enforcement officers, medical examiners and coroners, assisting agencies at crime scenes, preparing evidence for trial and providing expert testimony.





CRIME LABORATORY DIVISION

OVERVIEW

The Crime Laboratory Division (CLD) provides forensic science services to local, state, and federal law enforcement agencies throughout the State of Washington. CLD functional areas provide analysis of biological and DNA evidence, controlled substances, arson and explosives evidence, impressions, fibers, paint, and other trace evidence; firearms and tool marks analysis, forensic document examination, and crime scene reconstruction (CSRT). CLD contributes to and utilizes databases including the Combined DNA Index System (CODIS), Integrated Ballistics Information System (IBIS), and Automated Biometric Information System (ABIS).

SUCCESSSES OF 2017

In 2017, our CLD functional areas completed almost 34,000 requests for laboratory analysis. These requests included:

- 221 crime-scene related cases. There were 172 actual crime scene investigations, constituting an increase of almost 30 percent from previous years
- 5,437 cases related to biological evidence and DNA
- 2,200 latent fingerprint cases
- 11,808 cases related to controlled substances
- 833 fire debris/arson cases
- 105 explosives cases
- 3,030 trace evidence cases

- 592 cases in other Materials Analysis categories
- 5,025 cases related to firearms and tool marks
- 66 requests for document examination, and
- 11,500 entries into the CODIS database that yielded 432 CODIS hits

In 2017, CLD scientists testified on nearly 500 occasions.

CLD laboratories successfully completed internal quality audits, audits of our evidence-handling systems, and an external assessment from our accrediting organization. Personnel continued to be highly productive and the quality of work provided to our customers by CLD conformed to the highest standards.

CLD continued to see the anticipated surge in requests related to under-funded sexual assault kit legislation that became effective in 2015. Those requests have caused the DNA backlog and casework turn-around time to exponentially increase; CLD remains hopeful to increase staffing in order to correspond with the added workload.

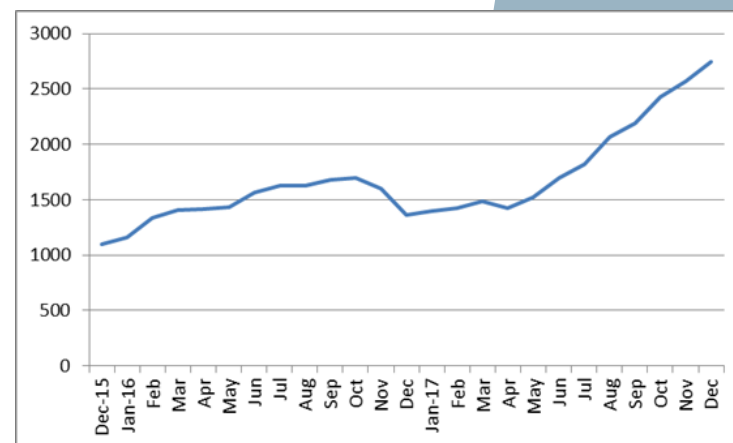
Controlled substance case submissions have steadily increased. Several factors probably drive the increased submission rates. First, the improved economy results in increased funding for law enforcement to make more arrests. Second, the national discussion on the opioid epidemic has spurred more action at the federal, state, and local levels to increase enforcement. Third, increasing prevalence of fentanyl-related compounds in street drugs is causing agencies to rethink the use of field test kits with more samples; therefore, being submitted to the laboratory for analysis.

The success with the IBIS database program yielded significant numbers of investigative leads for law enforcement agencies as they

seek to address gun crimes in Washington.

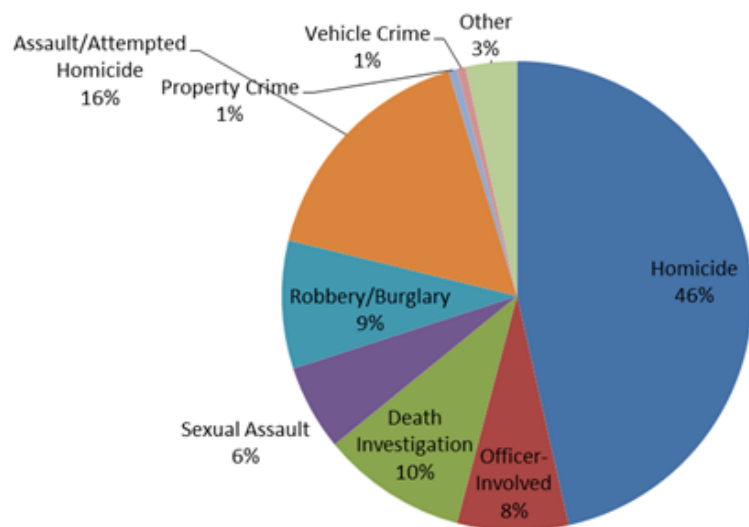
Those database “hits” have increased the workload placed upon the WSP Firearms and Tool Marks functional area. CLD is hopeful to be able to increase our staffing to correspond with the added workload of the IBIS success.

The sustainability of CSRT services to our customer agencies has been challenged by the increasing numbers of requests we receive, and the diminishing numbers of part-time responders available to CLD from other functional areas. Reallocation of open positions to CSRT mitigated that effect in 2017; however, continued expansion of CSRT might become necessary in the future.



Increases in controlled substance casework request

2017 CSRT Stats - By Crime Type



LOOKING AHEAD

CLD must add staffing and resources in future biennia to sustain acceptable levels of customer service to law enforcement agencies and prosecutors.



TOXICOLOGY LABORATORY DIVISION

OVERVIEW

The Toxicology Laboratory Division (TLD) includes forensic scientists, property and evidence custodians, and professional office staff who provide the only accredited evidential toxicology services in the state.

Law enforcement, medical examiners, coroners, and prosecuting attorneys rely upon the technical expertise of the TLD staff to fully investigate suspicious deaths, homicides, suicides, traffic fatalities, driving under the influence of alcohol and drugs, and any other forensic cases where alcohol and/or drugs may be involved.

SUCSESSES OF 2017

In 2017, the TLD received a total of 15,945 cases. This represents more than a 1,300 case submission increase over the previous calendar year.

The cases submitted to the TLD in 2017 included:

- 10,285 suspected Impaired Driving cases (a 12 percent increase over the previous calendar year).
- 5,373 Death investigations.
- 287 Assault, drug, and other criminal cases.
- The TLD scientific staff provided expert witness testimony in over 300 cases statewide.
- The TLD responded in a timely and accurate fashion to a multitude of complex public disclosure requests, thereby helping the agency reduce its risk of liability due to non-compliance with RCW 42.56

The TLD successfully maintained accreditation from:

- The American Board of Forensic Toxicologists in the area of alcohol and drug testing in biological fluids
- The ANSI-ASQ National Accreditation Board (ANAB) in the area of alcohol and drug testing
- ANAB in the area of Breath Alcohol Calibration (ISO)

Challenges Experienced

The TLD has experienced a substantial increase (45 percent) in case submissions over the last five years.

Additionally, the number of public disclosure requests received for DUI casework has also increased.

Due to this overall increase, the TLD has far exceeded the capacity of its current staffing to efficiently screen, confirm and report results in impaired driving and death investigation casework. Subsequently, the median turnaround time to complete alcohol and drug testing in 2017 has increased to more than 70 days compared to only 20 days at the end of 2016.

LOOKING AHEAD

The acquisition of a new Time-of-Flight LC/MS instrument will allow the TLD to expand the range of substances that the TLD can initially identify in casework.

In 2018, the TLD expects the caseload increase to continue. Staff and resources will continue to be stretched to their maximum in order for

the laboratory to maintain its excellent turnaround time and comprehensive scope of services.

A major challenge for the laboratory is keeping up-to-date with all the new and emerging synthetic drugs of abuse, such as the synthetic cannabinoids and fentanyl analogs.

The TLD is examining various Lean initiatives in order to continue with its current scope of services, while maintaining an acceptable turnaround time.



IMPAIRED DRIVING SECTION

OVERVIEW

The Impaired Driving Section is comprised of the several programs that provide services and training to criminal justice professionals. The Breath Test Program (BTP) provides calibration, maintenance, and repair of evidential breath test instruments. Thirteen Breath Test Technicians perform this function across the state. Additionally, they provide expert courtroom testimony and training for operators of the instruments.

The Ignition Interlock Program (IIP) provides regulatory oversight of interlock device approvals, and service center and technician certifications. The IIP has three troopers and one sergeant who perform these duties, as well as conducting criminal investigations on the misuse, tampering, and circumvention of the devices. Compliance checks to help educate restricted drivers are also performed throughout the year.

The Drug Evaluation and Classification (DEC) Program provides certification training for police officers to perform drug impairment evaluations of suspected impaired drivers. This program also trains officers on drug/alcohol impaired driving detection and the use of Standardized Field Sobriety Tests (SFST).

The Impaired Driving Section also coordinates the use of the Mobile Impaired Driving Unit (MIDU) throughout the state for emphasis patrols. This is a 36 foot motorhome designed as an impaired driving processing station. It contains three evidential breath testing stations, two holding cells, and report writing locations. The unit supports all law enforcement by taking over the impaired driving investigation so the arresting officer can return to patrolling for more impaired drivers.

SUCCESSES OF 2017

BTP personnel taught 979 courses to 5,972 police officers across the state. The DEC program personnel provided 176 instructional courses to 1,607 police officers across the state. The DEC also conducted two Drug Recognition Expert (DRE) schools and produced 28 DREs.

The BTP received a continuation of accreditation by the ANSI-ASQ National Accreditation Board after successful completion of the ISO/IEC 17025 surveillance assessment. The BTP has successfully completed deployment of the new evidential breath testing instruments (Draeger Alcotest 9510) in Districts Three, Four, Five, Six, and Seven.

The IIP personnel conducted 319 ignition interlock criminal investigations and performed 378 educational compliance checks of interlock participants. IIP personnel inspected 272 ignition interlock service centers and certified 517 interlock installation technicians.

The MIDU was deployed to 33 emphasis patrols statewide and was used to process 193 impaired drivers.

LOOKING AHEAD

The BTP will participate in an on-site accreditation assessment conducted by the ANSI-ASQ National Accreditation Board. In addition, the BTP will also complete the statewide transition of the new evidential breath test instruments. The BTP is examining the feasibility to upgrade the breath test instrument connectivity to Ethernet. This would allow faster data retrieval times to make the information more readily available to the public.

DEC personnel will conduct one DRE school with at least 15 students, 24 Advanced Roadside Impaired Driving Enforcement courses, two DRE instructor schools, and two SFST instructor schools. The DECP is developing a texting notification system to improve DRE notification and response time.

The IIP plans to conduct 150 service center inspections, 450 technician certifications, 50 criminal investigations, and 200 compliance checks. The IIP is developing roll-call training for law enforcement officers to educate them on ignition interlock requirements. Additional training is being developed for prosecutors, judges, treatment providers, and probation departments.

The MIDU will be deployed 25 times across the state.

INVESTIGATIVE SERVICES BUREAU

The Investigative Services Bureau (ISB) provides overall administrative and support services to the traffic and investigative programs of the department, as well as to many other state agencies.





CRIMINAL INVESTIGATION DIVISION

OVERVIEW

The Criminal Investigation Division (CID) is comprised of four major sections:

- Criminal Investigation Units (CIU) and the Major Accident Investigation Team (MAIT)
- Vehicle Identification Number Section (VIN)
- Special Investigation Unit (SIU)
- Regional Auto Theft Units (RATU)

The SIU detectives are assigned to general investigations, identity theft investigations, and Department of Social and Health Services (DSHS) investigations.

SUCCESSSES OF 2017

Criminal Investigation Units

CIUs are located throughout the state to provide collision reconstruction and criminal investigation expertise in support of line troopers and other law enforcement agency partners. In 2017, CIU detectives completed 163 collision investigations and 77 criminal investigations. Additionally, CIU detectives were involved in 14 multi-agency investigative teams throughout the state that are designed to investigate complex officer-involved uses of deadly force, homicides, and suspicious death investigations.

Vehicle Inspection Number Section

The division's 17 VIN Officers conducted 31,889 vehicle inspections throughout the state in 2017. During the course of routine inspections, VIN Officers recovered more than 75 stolen vehicles.

Special Investigations Unit

SIU detectives opened 72 complex criminal investigations and assisted with 11 others during 2017. These investigations related to identity theft, fraud, threats, and financial crimes are complex and require a great deal of training and expertise of our personnel.

In 2017, CID added one sergeant and one detective to task forces in the Puget Sound region to focus on violent gun crime activity.

Regional Auto Theft Units

Auto theft detectives work cooperatively with local law enforcement agencies in auto theft task forces in King, Pierce, Snohomish, and Spokane counties.

In 2017, detectives opened 672 auto theft cases, arrested 370 auto theft suspects, and recovered 593 stolen vehicles valued at \$5,189,521.

Department of Social and Health Services Unit

The division's four DSHS detectives completed 47 administrative and six criminal investigations in 2017.

LOOKING AHEAD

CID continues to explore new technologies that can improve the quality and effectiveness of our work. This includes working toward developing an Aerial Mapping program as well as a sustainable acquisition and maintenance/certification schedule for scanners and total stations to assist in collision investigations.

CRIMINAL RECORDS DIVISION

OVERVIEW

The Criminal Records Division is comprised of four sections: Collision Records, ACCESS, Identification and Background Check, and Criminal History Records. The approximately 100 employees of the division provide information services for both criminal justice and non-criminal justice purposes. The division provides a telecommunications link for all law enforcement agencies in the state and is also responsible for maintaining the statewide repository for fingerprint-based criminal history record information, sex and kidnapping offender registration, and collision reports.

SUCSESSES OF 2017

Completed phases one through six of an 18-phase, multi-year project to replace the state's criminal history record and crime information center systems. This project, expected to be completed in 2020, will modernize the technology of these mission critical public safety systems.

Implemented two "Lean" automation improvements to increase the efficiency of validating information entered into the National Crime Information Center by local law enforcement agencies and for processing monthly bills to non-criminal justice agencies that conduct background checks through the division.

Processed 223,000 arrest fingerprint submissions, 270,000 civil fingerprint background checks, 407,000 court orders and dispositions, and 143,000 police traffic collision reports.

Provided more than 300 classes to criminal justice and non-criminal justice agencies throughout the state on topics such as fingerprinting, how to read a rap sheet, conducting firearm background checks

through the National Instant Criminal Background Check System, and usage of the state's law enforcement telecommunications system.

LOOKING AHEAD

In 2018, the division anticipates completing the next four phases of the project to replace the criminal history record and crime information center information systems. The division also plans to implement a federal program to conduct state and federal background checks on behalf of non-profit agencies that serve children and vulnerable adults and that do not have state statutory authority to conduct checks.



HOMELAND SECURITY DIVISION

OVERVIEW

The Homeland Security Division (HSD) includes the Vessel and Terminal Security (VATS), which is comprised of troopers and explosive detection K9s, supported by a Video Monitoring Unit; both of which are focused on protecting the Washington State Ferries—the largest Ferry System in North America.

HSD also oversees the Washington State Fusion Center, committed to exchanging critical information to prevent terrorism and crime.

The Homeland Security Section of HSD staffs the State Emergency Operation Center in times of crisis as well as managing federal grant projects for the WSP.

The Organized Crime Intelligence Unit and four Inter-Agency Bomb Squads are managed by HSD and provide statewide service.

SUCCESSES OF 2017

HSD's greatest accomplishment was ensuring that the Washington State Ferries (WSF) were able to operate safely. Troopers screened hundreds of thousands of vehicles and could be seen in terminals and on vessels protecting ferries.

K9 teams also played a major role in keeping citizens safe. Currently, the Washington State Patrol has the largest non-federal K9 program in the country. Last year, HSD graduated a new class of K9s to help with explosive detection security on Washington State Ferries. In August of 2017, HSD dedicated a new memorial at the WSP Academy in Shelton to Patrick - the first and only Washington State Patrol K9 to pass away in the line of duty.

Additionally, the WSP inter-agency bomb teams handled more than 250 bomb calls, while the Washington State Fusion Center and partnering agencies worked together to safeguard all citizens around the state, including passengers on the ferries.

LOOKING AHEAD

HSD's primary goal in 2018 is to make the Washington State Ferries even safer in concert with our partnering agencies.

It will also coordinate with WSF, the United States Coast Guard, and many other partner agencies to conduct a no notice active threat drill that will test the agency's ability to respond to calls of active shooters on an underway ferry.



INVESTIGATIVE ASSISTANCE DIVISION

OVERVIEW

The Investigative Assistance Division (IAD) provides investigative services, training, and technical support to the Washington State Patrol (WSP), allied law enforcement, government agencies, and community groups to improve the quality of life in the state of Washington. The division is comprised of the Narcotics Section, the Special Investigations Section, and the Special Weapons and Tactics (SWAT) team.

Narcotics Section

The WSP Narcotics Section collaborates with criminal justice partners to disrupt and dismantle drug trafficking organizations. The Narcotics Section supports this mission through the participation of WSP supervisors and detectives in multi-jurisdictional narcotics task forces throughout Washington State. In addition, the Narcotics Section participates in the Domestic Cannabis Eradication and Suppression program, conducts criminal pharmaceutical diversion investigations, coordinates efforts to forfeit criminal proceeds, and provides narcotics enforcement training.

The Narcotics Section serves as a liaison between the Washington Department of Commerce and narcotics task forces across the state. The Narcotics Section is responsible for coordinating meetings with task force commanders, developing training, and maintaining communication links between task forces.

Special Investigations Section

The Special Investigations Section is comprised of the following units:

- High Tech Crime Unit provides technical investigative support both within the State Patrol and to outside agencies. One of the fastest growing areas is computer seizure and forensic processing.

Specific cases have related to homicide, child pornography, embezzlement, telephone and credit card fraud, narcotics, and internal affairs investigations.

- The Missing and Exploited Children Task Force assists law enforcement and other agencies with missing, abducted, and exploited children and adult cases through investigations, case referrals, case management, and training.
- The Missing and Unidentified Persons Unit coordinates the exchange of information between law enforcement agencies, citizens, schools, the Department of Social and Health Services, and other interested groups regarding the location and return of missing children and adults.
- The Special Weapons And Tactics (SWAT) team is comprised of troopers, detectives, and sergeants who respond to high-risk incidents and/or requests for clandestine laboratory responses statewide. SWAT team members are trained for tactical response and management of barricaded persons, sniper incidents, hostage situations, terrorist confrontations, and other high-risk arrest situations involving the Washington State Patrol or upon request from allied law enforcement agencies.
- In conjunction with Crime Laboratory personnel, the SWAT team also responds to suspected drug laboratories to execute search warrants, arrest criminal suspects, process evidence for criminal prosecution, and render the laboratories safe. In most Washington counties, the SWAT team provides the sole law enforcement resource trained for clandestine laboratory response.

SUCCESSES OF 2017

In 2017, IAD, through the Narcotics Section, provided training to WSP

personnel and allied law enforcement agencies on drug trends, drug recognition, drug interdiction/investigation techniques, asset forfeiture, and the hazards associated with marijuana growing operations.

The Narcotics Section also provided investigative support to allied law enforcement agencies during homicide, arson, child exploitation investigations, a trooper-involved shooting investigation in Yakima County, and in the service of multiple search warrants.

Moving forward, the Narcotics Section will continue to direct resources towards the disruption and dismantling of drug trafficking organizations.

LOOKING AHEAD

For 2018, the Special Investigations Section remains focused on eliminating the sexual exploitation of children and vulnerable adults. Efforts to increase the investigative capacity of the Missing and Exploited Children Task Force is a priority and plans to incorporate new and innovative operational models are being developed.

Additionally, focus will remain on narcotic investigations while the Narcotics Section attempts to expand and develop strategies to combat the illicit “black market” marijuana and the diversion of marijuana from the state-regulated market.

OFFICE OF PROFESSIONAL STANDARDS

OVERVIEW

The Office of Professional Standards (OPS) provides oversight for the agency's complaint and disciplinary procedures. OPS is supported by the Internal Affairs (IA) Section, which investigates all allegations of serious misconduct and/or performance allegations involving WSP employees. OPS ensures investigations are timely, complete, and standardized discipline is imposed.

OPS is comprised of one captain, one lieutenant, four detective sergeants, one civil service investigator, and four professional staff. OPS works collaboratively with districts and divisions to provide accurate and timely counsel when allegations are identified, guidance throughout the administrative process, and follow-up to prevent future occurrences. This is a critical piece of the OPS role and contribution to the agency. In addition to agency internal investigations, other local, county or state agencies can contract with OPS on a case-by-case basis for IA to conduct administrative investigations.

SUCCESSSES OF 2017

OPS takes a proactive approach to educating appointing authorities, managers, and supervisors regarding agency guidelines for initiating and conducting administrative investigations.

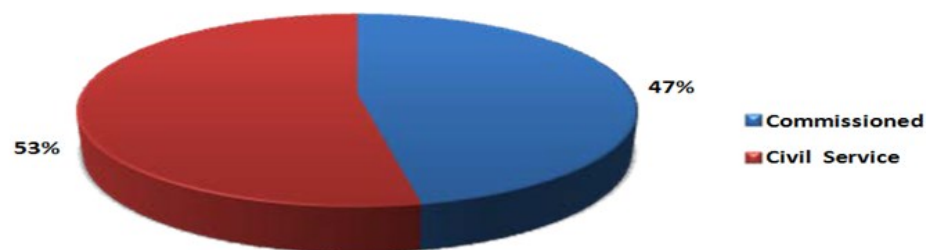
Supervisors are encouraged to attend cross-training with OPS where they become fully engaged in the administrative intake process, case work, and interviews. In 2017, OPS provided training for the Supervisor's Basic and the Trooper Basic Academy Classes. OPS' Command staff attended supervisors meetings in the districts and divisions to discuss the administrative process and solicit feedback. These visits will continue in 2018.

OPS communicates agency standards for the completion, review, and approval of Fleet Incidents/Collisions, Lost/Damaged Equipment, Use of Force, and Pursuits/PIT (FLUPs). This prompts continual interaction between OPS and managers, supervisors, and administrative staff in the field.

OPS employs a Research Analyst responsible for providing timely and relevant data to those we serve; identifying potential trends to mitigate risk and training opportunities to promote professionalism. This is accomplished through quarterly reports provided to the districts and divisions. The OPS Forms and Records Analyst completes public disclosure requests to facilitate public trust and accountability.

In 2017, the agency averaged 2,200 employees. Commissioned Troopers represented 47 percent of this total, with 1,035 employees, and Civil Service the remaining 53 percent with 1,172 employees.

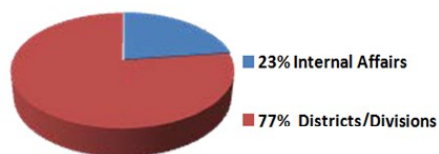
While the commissioned employees represent less than half the workforce, they account for 86 percent of the total case numbers generated. Commissioned employees are responsible for all case reviews generated by pursuits and uses of force, and the greatest number of citizen complaints. Civil service case numbers generally relate to lost/damaged equipment, fleet incidents/collisions, and minor courtesy complaints.



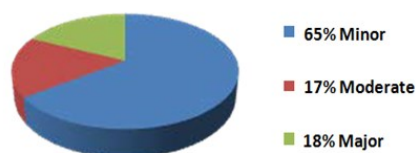
In 2017, OPS generated 1,461 case numbers prompting reviews of the actions of our employees. Of the 1,461 cases reviewed, 88 percent were consistent with agency policy/procedure and no additional action was taken. The agency addressed a total of 248 complaints against employees. Of those complaints, 182 were investigated, 35 were rejected after a preliminary investigation, and 31 were rejected after initial review by the Appointing Authority. The 248 total complaints represent a 6 percent decrease compared to 2016, when the agency received 263 total complaints.

Of the 182 complaints investigated, 65 percent were categorized as “Minor”, 17 percent “Moderate”, and 18 percent as “Major”. The districts/divisions completed 87 percent of the investigations and OPS completed 23 percent. OPS received and processed 168 Non-Investigative Matter (NIM) reports in 2017.

Investigative Responsibility



Complaint Categories



LOOKING AHEAD

In 2018, OPS will expand the cross-training program to include both supervisors and mid-level managers. Quarterly reports prepared for the district and divisions will continue to develop in an effort to identify trends and mitigate risk. Improvements to the Early Intervention System will remain a high priority, and resources to assist commanders responding to officer-involved shootings and line-of-duty deaths will be made available via mobile devices.

OPS will continue to meet the public's expectations for accountability by conducting fair and impartial administrative investigations, and by actively supporting the agency's top goal of building a culture of trust, collaboration, and continuous process improvement.



SPECIAL OPERATIONS DIVISION

OVERVIEW

The Special Operations Division is comprised of two Sections: The Aviation Section and the Executive Services Section.

Aviation Section

The Washington State Patrol Aviation Section provides statewide aerial enforcement, rapid response, airborne assessments of incidents, and transportation services in support of the Patrol's public safety mission. WSP Aviation manages two King Airs, three Cessna 182s, and two Cessna 206s equipped with Forward Looking Infrared cameras.

Executive Services Section

The Executive Services Section (ESS) consists of the Executive Protection Unit, the Capitol Campus Detachment, and the Governor's Mansion Detachment.

The Executive Protection Unit provides personal protection for the Governor and First Family.

The Capitol Campus Detachment provides law enforcement services on the 435-acre Washington State Capitol Campus which includes four state parks: Marathon, Heritage, Sylvester, and Centennial. Contracted security is also provided for Labor & Industry and Health Care Authority facilities.

The Governor's Mansion Detachment provides security on the mansion grounds.

SUCCESSES OF 2017

In 2017, the Aviation Section successfully implemented a new interagency aviation pilot training program to train non-pilot experienced troopers to achieve Federal Aviation Administration certifications to support Private, Instrument, Commercial, Multi-Engine, and Airline Transport Pilot operations.

The ESS, in collaboration with the Department of Enterprise Services (DES), created a Campus Preparedness Advisory Group which consists of representatives from all state agencies on the Capitol Campus to enhance campus crisis communications efforts, develop consistent campus-wide, active-threat and emergency response procedures, and collectively address other campus security related challenges.

LOOKING AHEAD

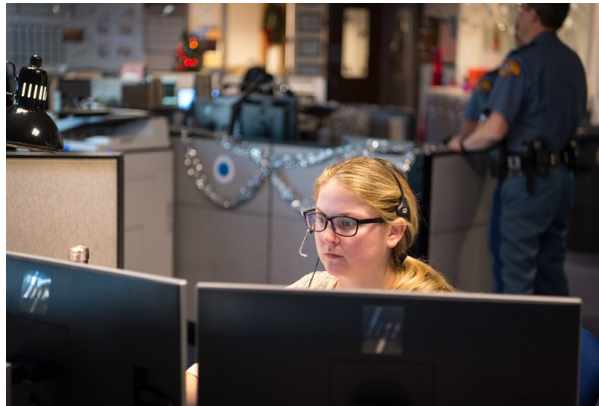
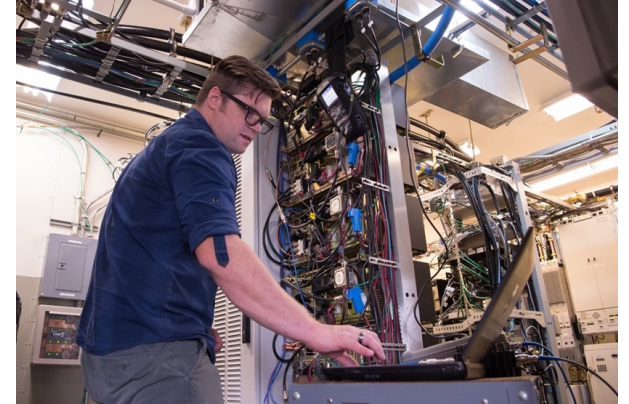
To maintain strong aerial traffic enforcement and traffic congestion management capability, Aviation will focus on three challenges in 2018:

- Promote budget packages for Target Zero Aerial DUI patrols, Metro Missions, aircraft replacement, and aircraft maintenance stabilization funding increases.
- Increase trained pilot staffing levels to support afternoon rush hour traffic congestion missions and nighttime aerial DUI enforcement.
- Complete radio updates for interoperability of resources.

The ESS will continue collaborative efforts with DES to fund a second Capitol Campus Trooper Detachment to improve security efforts.

TECHNICAL SERVICES BUREAU

The Technical Services Bureau (TSB) provides many diverse support services to the entire department, as well as many other law enforcement and government agencies throughout the state, and members of the general public.





COMMUNICATIONS DIVISION

OVERVIEW

The Communications Division provides services to the public by answering business and 911 calls. Staff provides dispatch, data request services, and other support functions for our troopers, commercial vehicle enforcement, and multiple contract state agencies. Communications Division employees are true first responders. Located in eight communications centers throughout Washington, communications officers provide around-the-clock professional emergency support.

Additionally, communication officers dispatch for major events such as Seafair, Rod Run, Presidential visits, emphases performed for Driving under the Influence, Boating under the Influence, and Telecommunicator Emergency Response Taskforce (TERT) deployments.

SUCSESSES OF 2017

In 2017, the Communications Division accomplished the following:

- Managed 596,585 emergency 911 calls
- Assisted the public with 929,516 business calls
- Initiated 347,116 calls for service
- Facilitated 697,959 field initiated incidents
- Completed 2,676 public disclosure requests

The division received E911 telephone upgrades for the District Six (Wenatchee) Communications Center, which brings the equipment to the current standard and will position the division to leverage advanced capabilities such as text to 911 in the near future. The Washington E911 Office funded the upgrade.

Leadership and employee engagement continued to improve. Leaders provided more support and mentorship. Staff got involved in recruiting efforts, conference presentations, college tours, a scheduling project that is currently under pilot in one of the centers, provided training, testing and interviews for applicants, and they worked with our state contract agencies to improve knowledge and services through education and coordination.

LOOKING AHEAD

For 2018, the Communications Division is underway to replace aged E911 phones in the last four Communications Centers. Funding was provided by the Legislature to make these purchases possible and ensure sustained services are in place for our communities.

The maintenance contract for our Computer Aided Dispatch (CAD) system is under negotiation for the next two biennia. There is also a planned upgrade to CAD in 2018 that will improve mapping components for our troopers and other field units.

The Communications Division will continue its commitment to increase employee morale and engagement by offering quality training opportunities, projects for professional growth, the ability to represent Communications at conferences and events, and efforts to improve wages and working conditions.



ELECTRONIC SERVICES DIVISION

OVERVIEW

The Electronic Services Division (ESD) provides the public safety radio, microwave, data, and telephone networks for the Washington State Patrol and its partner agencies. The division is comprised of 60 highly dedicated technology professionals who provide 24/7 support for the mission critical voice, video, and data systems of the agency.

ESD is comprised of the Field Support Section, which maintains the mobile and portable radios, mountain top base stations and repeaters, microwave radios, Communications Centers, the Engineering Section (which provides the data network infrastructure and security), the Voice over Internet Protocol telephone systems, Speed Measuring Device certification, and radio frequency engineering services. The ESD also provides leadership on the State Interoperability Executive Committee and is home of the Washington Statewide Interoperability Coordinator.

SUCCESSSES OF 2017

2017 was a very busy year for ESD as it completed and finalized significant projects that affected the entire agency. First, ESD finished the move of the network infrastructure to the State Data Center and created a Disaster Recovery Site in the State's Quincy Alternative State Data Center. This multi-year project involved extensive collaboration of staff from ESD and the Information Technology Division. As a result of these two projects, the agency now has added resiliency for mission critical public safety and criminal justice systems.

ESD also played a key role in moving the agency into the new Helen Sommers Building. ESD moved into the building in December 2017, and the other divisions followed in early 2018. ESD was responsible for meeting the voice, video, and data needs of every WSP employee moving into this new headquarters facility. This move results in greater efficiencies, collaboration, and savings for the agency and provides a

central location for the public to obtain WSP services for Human Resource and Criminal Records issues.

ESD also implemented several initiatives to expand employee engagement and improved information sharing. First, it began a monthly "message from ESD headquarters" to share news and information on happenings and projects relevant to the division. This was extremely well received and is very helpful when a division is spread statewide. ESD has also implemented a standard scheduled all staff meeting to bring the entire division together. This has helped build our teamwork and information sharing for ideas and strategies to achieve our goals. ESD implemented regular supervisors, and region meetings as well to bring the teams together in a central location to share information. Lastly, the division changed its monthly Strategic Advancement Forum meetings from a report to the division commander format to ESD Leadership Meetings featuring a free flowing exchange of information that allows all supervisors and managers to provide input, involvement, and feedback in the significant decisions made in the division.

LOOKING AHEAD

2018 will be an exciting year full of new opportunities and enhancements to WSP systems and its ability to support the public safety mission of the agency. The division will be finishing the work on the data recovery site in Quincy for select systems resiliency and data backup. It will also begin major upgrades to the WSP P25 emergency Land Mobile Radio system. The division will also be focused on building the new dedicated data network to provide the bandwidth and connectivity needed for the modern technologies and systems so critical for the efficient and effective delivery of public safety services.



HUMAN RESOURCE DIVISION

OVERVIEW

The Human Resource Division has 35 full time employees and 25 part-time employees providing all aspects of HR leadership and support for the WSP.

SUCCESSES OF 2017

In 2017, HRD completed its transition to a nearly 100% paperless (all electronic) office. The following files have been scanned, archived, or destroyed, per retention requirements.

- Personnel files
- Medical files
- Background files
- Commissioned Hiring files
- Harassment/Discrimination/Hostile Work Environment files
- Civil Service Hiring files
- Civil Service and Commissioned Promotional files

The files are currently retained on the agency's shared drive or within Remedy. This dramatically increases efficiency and effectiveness within HRD and for all of our customers was accomplished without dedicated funding or personnel.

In 2017, HRD hosted a wildly popular agency-wide Retirement Forum, which was attended by more than 200 employees and received a 98.8 percent positive score for being helpful and a 95.3 percent positive score for recommending to others to attend.

The forum included presentations from HRD staff, Department of Retirement Services, the Health Care Authority, and the Voluntary Employee Beneficiary Association.

During 2017, HRD hired 232 new WSP employees (which, at a minimum, includes recruitment, background investigation, polygraph examination, and interviews for each one of them), 450 employee transfers, 169 employee promotions, and 117 other appointments.

LOOKING AHEAD

In 2018, HRD will continue to recruit and hire a diverse and talented workforce.

The division will continue employee engagement and employee value proposition initiatives such as the New Employee Welcome Page, Infant at Work Program, assessing supervisor performance based on their ability to give employees opportunities for input on decisions affecting their work, and recognizing employees for doing good work, and utilizing customer feedback.



INFORMATION TECHNOLOGY DIVISION

OVERVIEW

The Information Technology Division (ITD) supports all information technology needs of the Washington State Patrol. This division is comprised of 97 highly dedicated IT professionals who work in all aspects of IT including security, software development, database management, server support, project management, application support, cell phone and smart phone support, computer desktop support, and mobile technology support.

ITD provides 24/7 technical support for the agency and external law enforcement agencies throughout the state and nation. The division works closely with WSP partners and state and national groups, to deliver IT services while remaining in compliance with policies, rules, and regulations of the state of Washington, the Federal Bureau of Investigation, and other regulatory groups.

SUCCESSSES OF 2017

In 2017, ITD finished the move to completely vacate our old data center, migrated to the State Data Center, and created a Disaster Recovery Site in the State's Quincy alternative State Data Center. This multi-year project involved extensive collaboration of staff from ITD as well as the Electronic Services Division. As a result of this project, the citizens are better served with resilient criminal justice services in times of crisis. We also began the final step in moving the agency into the new Helen Sommers Building. This project results in greater efficiencies, collaboration, and savings for the agency in providing mission critical public safety services. It also provides a central location for the public to obtain WSP services for Human Resource and Criminal Records Issues.

ITD has implemented several initiatives to expand employee engagement and improved information sharing. First, it implemented a

monthly "Chat with the Admin" meeting that allows the division administrator the ability to talk directly with staff on a monthly basis and take questions and ideas from all staff. Secondly, it implemented a standard scheduled all staff meeting to bring the entire division together to talk about issues and topics important to the agency. This has helped build teamwork. Lastly, ITD implemented regular supervisors meetings. These meetings enable the division to involve all supervisors and managers on a deeper level for relevant topics and more importantly, provide a feedback loop for supervisors to be directly involved in the significant decisions made in the division.

LOOKING AHEAD

2018 will be an exciting year full of new opportunities and enhancements to WSP systems and our ability to support the public safety mission of the agency.

The division will complete the work on the data recovery site in Quincy for select systems resiliency and data backup. It will also work on the modernization of the agency operating system to Windows 10 and updating WSP servers to take full advantage of the latest technology.

This will help the division build a solid platform to continue work on the agency Enterprise Content Management Project and data management to ensure we operate at peak efficiency. In addition, ITD plans to continue to build upon the successes of the Mobile Office Platform program with enhanced capabilities and greater efficiencies in the officer's patrol cars. This will enhance the efforts of the troopers and other officers in protecting the public and providing state of the art service in the process.



RISK MANAGEMENT DIVISION

OVERVIEW

The Risk Management Division (RMD) is responsible for the enterprise risk management efforts of the agency, internal and evidence audits, records retention, public disclosure, coordinating all video releases, CALEA accreditation and compliance, strategic planning, and LEAN implementation.

The division accomplishes its work with the assistance of three section managers leading respective teams in Audit, Public Records, and Strategic Planning and Accountability.

SUCCESSES OF 2017

Liability payouts in fiscal year 2017 included a large settlement for WSP. Excluding one case, liability payouts have remained fairly constant over the last six years. Claims, from which the majority of suits begin, were the lowest recorded in more than 16 years.

There were 34 evidence and 10 financial audits and inspections completed by the Audit Section. The section anticipates adding an internal auditor in 2018.

The Lean Continuous Improvement Team built employee engagement by implementing bi-monthly WSP Community of Practice training sessions for more than 50 agency facilitators. Sessions focused on improving quality, transparency, and accountability of continuous improvement efforts.

The 2018 Agency Strategic Plan will align agency priority strategies with agency goals, creating a roadmap for our 2019-2022 Agency Strategic Plan.

The WSP processed more than 15,000 records requests and released more than 6.26 million documents in 2017, with an average cycle time of 10.34 days. 2018 is on track to exceed 2017 records requests.

The Disclosure Unit provides district-wide records management strategies regarding disclosure, retention, destruction and maintenance of all district records and assists external stakeholders by handling public disclosure requests, discovery, subpoenas, and tort claim investigations by gathering, copying, delivering, and maintaining relevant electronic and traditional records.

The Video Unit oversees the COBAN in-car camera equipment that is used in each district by checking out and tracking removable hard drives uploaded to the server. The unit will work with the Mobile Office Platform and COBAN regarding defective hard drives/cameras and are responsible for processing requests, providing DVDs of videos for prosecutors' offices, public disclosure, and other internal personnel as requested.

RMD's biggest success of 2017 was consolidating the video program into the Public Records Section from the Field Operations Bureau. Previously, the video coordinators worked independently of each other and each had a different supervisor prior to this realignment.

LOOKING AHEAD

In 2018, the WSP is converting to a cloud-based portal system for requesting records, producing records, and tracking records requests.

It is anticipated that this transition will provide coordinators with more time to focus on preparation of records for production and less time on data entry and repetitive administrative efforts.



OVERVIEW

The primary function of the Training Division is to provide world class recruit training to Trooper Cadets, who ultimately become fully commissioned Troopers serving the citizens of Washington State.

The division also provides various annual training to fully commissioned officers. This training includes firearms, control tactics, vehicle operation, and other specialized training as it relates to the trooper job class.

Other training the division provides includes leadership, collision investigation, and a diversity of other training that is beneficial to employees of the agency.

SUCCESSES OF 2017

In 2017, the Training Division had many significant accomplishments:

- Commissioned 85 new troopers, which resulted in the agency's ability to reduce the overall commissioned vacancies significantly in the year.
- Reached more than 90 percent compliance in training all commissioned personnel in the legislatively mandated Crisis Intervention Training eight-hour course.
- Trained all commissioned personnel in four-hours of Pursuit Immobilization Technique (PIT) training on the new vehicle platform.
- Transitioned the lethal shotgun to a less lethal shotgun for commissioned staff.

- Completed 16 Basic Law Enforcement Academy (BLEA) training sessions in the Emergency Vehicle Operators Course for the BLEA recruits.

In 2017, the training facility also benefited from facility improvements across campus, including a new roof over the multi-purpose building and structural repair to the training tank.

LOOKING AHEAD

In 2018, the division will continue to face a demanding training schedule with the pistol transition from the S&W M&P 40 to the S&W M&P 9mm, adding pistol lights to both the pistol and the AR-15, along with training the fourth cadet class this biennium.

Campus improvements will continue with technology upgrades in the classrooms to maximize the training experience along with improvements to the Drive Course Skid Pan to ensure we continue to provide high-quality training.

An additional focus for the division is to monitor the agency's progress in fulfilling the strategies outlined in the One Mind Campaign; an initiative to ensure successful interactions between police and persons affected by mental illness. The agency accepted the pledge in May 2017, and will focus on training and policy to fulfill the strategies.

